

### EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Martin Finston (Reg. No. 31,613) on 6/19/09.

The application has been amended as follows:

after "method" (claim 1, line 1) insert -- **executing on hardware** --;  
replace "Apparatus" (claim 13, line 1) with -- **A hardware apparatus** --;  
before "apparatus" (claim 13, line 2) insert -- **hardware** --;  
replace "Apparatus" (claim 14, line 1) with -- **The hardware apparatus** --;  
replace "Apparatus" (claim 15, line 1) with -- **The hardware apparatus** --;  
replace "Apparatus" (claim 16, line 1) with -- **The hardware apparatus** --;

### REASONS FOR ALLOWANCE

1. The following is an examiner's statement of reasons for allowance:

The prior art of record does not specifically disclose or remotely suggest

With regard to independent claims 1 and 13:

establishing communication between an agent and the user at the head of the queue using the contact information;

characterized in that

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at least one rule relates to the use of the information source by the user, the method further comprising **monitoring the interaction of the user with the information source**, one or more of the **rules using the monitored interaction** with the information source to **assign a position in the queue to the user**, wherein the information source is a Web server and the user accesses the information source using a Web browser.

In addition, Examiner points to the arguments of Applicant's representative (Arguments on 4/2/09; pp. 5 – 6).

2. These limitations, in conjunction with the other limitations in the independent claims, are not specifically disclosed or remotely suggested in the prior art of record.

A review of claims 1 – 16, in view of the Examiner's arguments above, indicates that claims 1 – 16 are allowable over the prior art of record.

3. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kenneth R. Coulter whose telephone number is 571 272-3879. The examiner can normally be reached on M - F, 7:30 am - 4 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nathan J. Flynn can be reached on 571 272-1915. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Kenneth R Coulter/  
Primary Examiner, Art Unit 2454

/KRC/